
Integration Partner Integration & Leadership Executive Achievement Report (Deliverable 126.1.1c) April 2003

Executive Summary

Integration Partner supports FSA leadership's establishment of actions required to drive the development of integration projects and initiatives. This report summarizes Integration Partner's activities for the month of April that support the development of integration projects and initiatives.

Task orders continue to be awarded and/or modified, which enable us to contribute to the achievement of FSA's overall integration goals. Integration Partner continues to work with FSA's Business Integration Group (BIG) to shape several key work products that will be crucial in identifying and managing the dependencies and sequencing of integration efforts across the program.

Detailed in the Integration Issues & Gaps section of the report (page 6) are identified concerns and/or gaps around major integration initiatives within the Integration Partner program that require management level attention. In summary, these issues relate to the deferment of NSLDS Reengineering activities, the need to focus integration attention to the CPS and Data Strategy related developments, and the need to incorporate Integrated Partner requirements into Financial Partner visioning and planning.

Additionally, integration dependencies and gaps identified by the BIG are reported in the Participation in FSA Business Integration Group section of the report (page 3).

Leadership

Support & Direction Setting

Integration Partner senior leadership provides FSA leadership and the project managers, business architects, and technical architects on the Integration Partner program with the key leadership oversight, enterprise focus, and strategic direction to fulfill the goals of FSA's integration program.

Integration Partner senior leadership has been working with FSA leadership via weekly client meetings to address the following topics:

- ✓ Task order status
 - Key integration task order awards and/or modifications for the month of April include the following:
 - TO 110, FP Data Mart Ops
 - TO 113, CMDM Ops
 - TO 116, eZ-Audit Deploy & Support
 - TO 117, EAI
 - TO 118, ITA
 - TO 123, Enterprise Data Strategy
 - TO 126, Integration Support

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- TO 130, Form 2000 System Enhancements
 - TO 131, ED PIN Reengineering Analysis Support
 - TO 132, Contract & Financial Management
 - TO 133, FMS Apps Ops
 - TO 138, Common Services for Borrowers Integration Support
 - ✓ Key delivery issues specific to major integration initiatives.
 - ✓ Integration Partner role definition as it relates to Common Services for Borrowers post-selection work efforts.
 - ✓ Contracts/Invoicing
 - Integration Partner continues to work closely with FSA to improve the contract task order approval process.
 - Integration Partner continues to meet with FSA senior leadership regarding the final CRM4FSA invoice.
 - Integration Partner continues to discuss with FSA senior leadership the eServicing task order and changing environment.

Integration Partner senior leadership continues to provide leadership direction and oversight relating to the following:

- ✓ Establishing and aligning of integration working groups to achieve FSA strategic objectives and improve communication links between projects and ensure focus.
- ✓ Providing guidance and direction to Integration Partner teams to ensure overall program goals are achieved.

Integration

Integration Progress

The following synopsis outlines progress towards major initiatives within the Integration Partner program, including Enterprise Data Strategy, Integrated Partner Management, Common Origination and Disbursement (COD), Common Services for Borrowers (CSB) and Application Processing.

COD

- ✓ COD Release 2.0 was released into production on April 14th, which will provide FSA with a core, single integrated solution to manage aid originations and disbursements and builds upon the existing, functioning COD solution released in 2002. Development continues to be underway for Releases 2.1 and 2.2. Additionally, planning and requirements gathering efforts have begun for the 2004-2005 annual cycle (COD Release 3.0).

CSB

- ✓ Integration Partner continued to provide the FSA CSB team with support in development of FSA's Statement of Objectives (SOO) outlining specific parameters, integration requirements, and business goals for the Common Services for Borrowers solution competition. The CSB SOO was issued on April 21, 2003.

Enterprise Data Strategy

- ✓ The Integration Partner continues to define FSA's enterprise data vision and overall enterprise data strategy.
- ✓ The Enterprise Data Strategy master meeting schedule has been created and reviewed with FSA.
- ✓ Initial meetings have been conducted to capture Enterprise as-is data flows.
- ✓ The draft XML ISIR Schema has been delivered and approved.
- ✓ Kick-off meetings have been conducted for the Technology Strategies, school identifier (RID)/Enrollment/Access Management and Common Student Identifier (CSID) high-level design efforts.
- ✓ Meetings have been conducted to review and discuss Enterprise business objectives related to the Overall Data Strategy and Technology Strategies efforts. The Statement of Strategic Focus was delivered.
- ✓ Efforts related to the XML framework and object modeling are underway.
- ✓ Discussions are underway to define the business rules for the CSID matching algorithm.

Integrated Partner Management

- ✓ Rescoping efforts for the Case Management task order were completed. The approach is being refined to better align with the goals of the Integrated Partner Management strategy. Additionally, efforts are underway to document the case management decision-making process and PEPS information requirements.
- ✓ Integration Partner continues to provide production stabilization support for the eZ-Audit system.

Application Processing

- ✓ The ED PIN Reengineering project is underway and will provide an analysis on the capacity and future expansion of the ED PIN site to support additional FSA business processes. Initial kick-off and orientation meetings were held in April. Current efforts include the documentation of the as-is process and current state of the ED PIN site.
- ✓ The Portal Rollout Strategy project will focus on the deployment of the Students Portal Release 2.0, which has been deferred until June 2003 (best case scenario) as a result of delays associated with the approval of the System of Record and Information Collection Clearance packets. Students Release 3.0 activities will not begin until Release 2.0 has been deployed.

Participation in FSA Business Integration Group

The Integration Partner provides business, technical and integration support to FSA's BIG. Integration Partner supports BIG discussions, supports FSA in their efforts to define and shape the target state of FSA's enterprise integration vision, ensures alignment of the business and technical architecture, helps to identify major integration dependencies, risks and issues and charts the major integration and operations timelines.

Accomplishments have included involvement in key integration discussions and presentations, continued management of project dependencies and related timelines among FSA's various integration

projects and initiatives, meeting minute/action item documentation and management of the agenda for future BIG meetings.

Key integration discussions and decisions for the month of April included:

- ✓ FSA Integration Sequencing, Dependencies & Gaps
 - The core processing lifecycle and contracts components of the draft FSA Sequencing Plan were reviewed and validated.
 - The Integrated Partner Management, Enterprise Data Strategy and Borrower Services views of the draft FSA Sequencing Plan were reviewed and validated.
 - Integration dependencies, gaps and risks for each key integration view were discussed.
 - The Enterprise Data Strategy meeting calendar for the month of May and as-is data flows were distributed.
 - Major issues, dependencies and gaps were discussed, and include the following:
 - Integrated Partner Management requirements need to be coordinated with COD by March 2004.
 - The Integrated Partner Management projects, Tools for CMO and Integrated Partner Data, need to align to prevent possible rework.
 - The gap related to the lack of FP and Title IV partner oversight needs to be filled before a PEPS solution can move forward.
 - The potential impacts of the FMS 11i upgrade and potential merge between FMS/FMSS need to be understood.
 - Borrower Services projects and activities and how they will integrate with current integration efforts need to be communicated.
 - CSB will be unable to provide adequate requirements in the CSB SOW for enterprise efforts such as CSID, RID/Access Mgt/SSO and Web Services/Portals.
 - The CSB transition strategy will require a routing solution, which is not yet defined. This may impact feeds from other systems (i.e. COD), mail processing and customer service.
 - Data Strategy and CSB dependencies may be impacted by the CSB evaluation and negotiation period. Additionally, CSB needs to continue to communicate with the Data Strategy team regarding the determination/selection of the CSB solution.
 - Enrollment and Access Management relationships need to be identified. Integrated Partner Management/Data cannot move forward without RID/CSID/Enrollment Management high-level design.
 - Risk associated with the level of buy-in required from stakeholders around Data Strategy outcomes.
- ✓ BIG Goals & Direction Setting
 - Identified the need to begin discussing FSA future strategies and vision end state.

- The Integration Vision document previously drafted and circulated at the 03/11 BIG meeting will be integrated in with future visioning discussions so the group can talk more tangibly about this document.
- The Annual Processing and Contracts activities of the draft FSA Sequencing Plan were validated.
- ✓ Enterprise Information Needs
 - The current FSA dashboard was reviewed.
 - Potential trends and data needed were discussed. Possibilities include compliance metrics, seasonal and year-end statistics as well as statistics on school oversight, help desk/call center reporting, student aid administration, PIN data, XML and performance based contracting.
- ✓ EAI/ITA/Staging Environment
 - EAI and ITA services, work products and operations support model were reviewed.
 - The objectives and services provided by a proposed staging environment were reviewed. Contractor protocols and responsibilities are currently being developed. Once defined, BIG will revisit to discuss protocols/responsibilities and implementation (budget and schedule impacts).
- ✓ Security Architecture
 - The Security Architecture project goals, objectives, benefits and assumptions were reviewed.
 - The focus of this project is the technical security architecture, which includes Application Services (common services), Network & Perimeter, Identity & Access Mgt (managing users and controlling access), Monitoring Tools (assessment tools for understanding security posture) and Data & Privacy Protection (confidentiality/integrity of data).
 - The project will recommend technology solutions and identify functions and benefits for improving service. The framework will identify pieces of the architecture, identify reusable components, improve consistency across FSA systems and support higher FSA goals such as compliancy and achieving a clean audit.
 - FSA business owners and various system security officers gathered for a Security Architecture workshop, in which additional input was gathered on different systems and users. It was recommended by the BIG that the Security Architecture team conduct an FSA integrated risk assessment of rights and privileges.

Integration Dependency Tracking

In order to align the Integration Partner program with the business needs and strategic objectives of FSA, dependencies and related impacts for key integration initiatives must be identified. The Integration Partner continues to identify, track and manage project dependencies, which are maintained through multiple documents. The Dependency Tracking Log continues to be under development with the FSA BIG and Integration Partner project managers and architects. This document will also help identify milestone gaps among the major integration initiatives.

Integrated Sequencing Plan

Sequencing plans for key integration initiatives must also be managed at the program level. The Integration Partner maintains the program schedule (Integrated Master Schedule) which tracks task order begin and end dates, major milestones and future projects. Refer to the attached document, Integrated Master Schedule (as of April 27, 2003).

In coordination with the FSA BIG, Integration Partner continues to make improvements to the draft Integrated FSA Sequencing Plan views, which help to inform planning of investment initiatives by providing a consolidated view of constraints and an integrated view of timelines and dependencies across major integration initiatives. Refer to the attached document, FSA Sequencing Plan DRAFT 04082003 v.8, for the updated views that have been reviewed and validated by BIG membership.

Integration Issues & Gaps

The following synopses summarize concerns and/or gaps around major integration initiatives within the Integration Partner program.

- ✓ Progress continues to be made within the Data Strategy initiative to address the development of an XML Framework that takes into account ISIR needs and requirements within CPS. Other operational enhancements are underway by another operating partner that also address ISIR needs and requirements related to CPS. It is unclear whether these operational enhancements will be consistent with the long-term data strategy vision. The Integration Partner will continue to focus on the integration of these efforts to determine how this and related CPS projects (EDExpress, multi-year database, IRS/Pell-grant matching) fit into the overall integration vision and to ensure integration is being achieved across the program.
- ✓ FSA's BIG indicated that FSA does not plan to allocate funds in FY2003, and potentially FY2004, for NSLDS reengineering activities (to include analysis). As it is unclear what FSA's long-term goals are, an analysis of implementation options is recommended. In the meantime, Integration Partner will continue to move forward with integration initiatives, such as Enterprise Data Strategy, Common Student Identifier, Case Management and Common Services for Borrowers, with the understanding that NSLDS will require improvements and/or reengineering in the future in order to align with these integration efforts.
- ✓ Integrated Partner Management efforts need to be incorporated into the Financial Partner visioning and planning. There are currently no efforts underway other than the Case Management (for schools) task order that address other users of integrated partner data, such as financial partners and Title IV users. As a result, all requirements for case management may not be taken into consideration under the Case Management project.

Integration Efforts Planned for May 2003

The Integration Partner will focus on further developing the following integration areas: Common Origination and Disbursement, Common Services for Borrowers, Integrated Technology and Data Strategy, NSLDS Reengineering, Integrated Partner Management and Application Processing.

Enterprise Data Strategy

- ✓ The following efforts are planned for the month:

- Continued definition of FSA's enterprise data vision and overall enterprise data strategy.
- Continued definition of the as-is data flows for the overall Data Strategy effort.
- Continued definition of the Technology Strategies business objectives.
- Continued development of the XML Technical Framework and object modeling.
- Continued definition of the school identifier (RID)/Enrollment/Access Management and Common Student Identifier (CSID) high-level design efforts.

Integrated Partner Management

- ✓ May efforts for the Case Management task order will include continued efforts to document the as-is processes for PEPS and CMO, and initial efforts to identify the CMO conceptual design.
- ✓ eZ-Audit will continue to provide production stabilization through May.

COD

- ✓ COD Releases 2.1 and 2.2 development and Release 3.0 planning will continue to move forward.

CSB

- ✓ The CSB team will continue to provide post-solicitation support to FSA through the middle of June. This support includes a program requirements matrix to be used to validate that there are no gaps or deficiencies in either the proposal instructions or evaluation factors, assisting with inquiries received from vendors during the proposal preparation period, assisting with the identification of any additional evaluation considerations and concluding the content review and any contributions to FSA's CSB vendor library.

Application Processing

- ✓ May activities for ED PIN Reengineering Analysis include requirements analysis of the capacity and future expansion of the ED PIN site to support additional FSA business processes.
- ✓ May activities for Portal Rollout Strategy include Students Portal Release 2.0 performance and regression testing.

NSLDS Reengineering

- ✓ No activity is planned.

Integration Partner will participate in the following tentatively scheduled FSA BIG discussions for the month of May:

- ✓ 5/1: Integration Sequencing Plan, Dependencies & Gaps: Borrower Services and Data Strategy
- ✓ 5/6: Integration Sequencing Plan, Dependencies & Gaps: Application Processing
- ✓ 5/13: Common Record
- ✓ 5/15: COD 2004-2005 Requirements



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- ✓ 5/20: Integrated Partner Management (eCMO)
 - ✓ 5/22: Enterprise Integration Risk/Issue Management
 - ✓ 5/27: CSID
 - ✓ 5/29: Reauthorization

Integration Partner will continue to provide support to FSA as they continue to define and shape their strategic vision.